



CITY OF SAN ANTONIO

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Park E. Pearson, CPA
Interim City Auditor
San Antonio, Texas 78205

RE: Management's Corrective Action Plan for the Supportive Services for the Elderly Audit

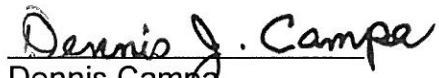
The Department of Community Initiatives has reviewed the audit report and has developed the Corrective Action Plans below corresponding to report recommendations.

Recommendation					
#	Description	Audit Report Page	Accept, Partially Accept, Decline	Responsible Person's Name/Title	Completion Date
A	Inaccurate Accounting for the Program DCI fiscal personnel should review all recorded revenues and expenses for the SSEP program and make necessary adjustments to ensure SSEP program accounting is consistent, accurate and complete. In addition, DCI Fiscal and SSEP personnel should enhance monitoring of program accounting and reporting.	3	Accept	Laura Sullivan, Fiscal Planning Manager	7/31/09
Action plan: Procedures will be enhanced to ensure that expenditures and revenues are reported accurately. Additional training will be held for staff that process End of Day, Purchase Requisitions, Purchase Orders, and Goods Receipts. Fiscal staff will conduct quarterly reviews to verify that program financials are posted accurately.					
B.	Significant Taxi Usage As noted in Recommendation A, DCI fiscal personnel should make necessary adjustments to SSEP program accounting and determine the actual costs associated with the program. Using actual costs such as personnel expenses and vehicle fuel and maintenance, management should perform a cost-benefit analysis to determine if it would be more cost effective to hire another part-time chauffeur to reduce taxi costs.	4	Accept	Laura Sullivan, Fiscal Planning Manager and Laura Cisneros, Social Services Manager	7/31/09

Recommendation					
#	Description	Audit Report Page	Accept, Partially Accept, Decline	Responsible Person's Name/Title	Completion Date
<p><u>Action plan:</u></p> <p>Procedures will be enhanced to ensure that expenditures and revenues are reported accurately. Additional training will be held for staff that process End of Day, Purchase Requisitions, Purchase Orders, and Goods Receipts. Fiscal staff will conduct quarterly reviews to verify that program financials are posted accurately. Fiscal and program staff will work together to perform a cost-benefit analysis that will determine the cost effectiveness of hiring an additional part-time chauffer.</p> <p>Program staff has implemented measures to more closely monitor and control use of taxi cabs and will perform regular reviews of dispatch scheduling to ensure that chauffeur resources are utilized efficiently.</p> <p>During the time period covered by the audit (10/01/07 thru 12/19/08) SSEP had the following chauffeur staff available:</p> <ul style="list-style-type: none"> ▪ Oct '07 – 2 full-time & 2 part-time ▪ Nov '07 thru Jan '08 – 2 full-time & 1 part-time ▪ Feb '08 thru May '08 – 3 full-time & 1 part-time ▪ Jun '08 to present – 4 full-time & 1 part-time <p>Program statistics show that “on average” a full-time chauffeur can complete 12 trips per day and a part-time chauffeur can complete 8 trips per day. During the times of less than “optimal” staffing, use of Taxi cabs was considered necessary so that year-end grant performance goals would remain attainable.</p> <p>SSEP is required to maintain a contingency plan (Texas Administrative Code Title 40; Part 1; §85.201) in the event that the program is unable to meet previously scheduled transportation trips. SSEP maintains a contract with a local taxi company to fulfill this requirement.</p>					
C.	<p>Claim Reporting</p> <p>DCI should report the two claims to AACOG, implement a formal process for reporting incidents, and update the SSEP Handbook to reflect the new claim reporting process.</p>	5	Accept	Laura Cisneros, Social Services Manager	<p>7/31/09</p> <p>A letter reporting the claims to AACOG was sent on April 3, 2009.</p>
<p><u>Action plan:</u></p> <p>Program will report the claims to AACOG. Procedures will be implemented to ensure that claims are reported in a timely manner. Program Handbook will be updated to include the new claims reporting procedures.</p>					

We are committed to addressing the recommendations in the audit report and the plan of actions presented above.

Sincerely,



Dennis Campa
Director
Dept of Community Initiatives



Frances Gonzalez
Assistant City Manager
City Manager's Office